

# **State of Delaware Department of Correction**

TO: All Potential Bidders

FROM: Erika Martine-Duquette  
Purchasing Services Coordinator

SUBJECT: ADDENDUM TO PROFESSIONAL SERVICES REQUEST FOR  
PROPOSAL (RFP)  
CONTRACT NO. DOC1205-COMMISSARY  
COMMISSARY SERVICES

## **ADDENDUM #2**

# **QUESTIONS & ANSWERS**

**June 6, 2012**

For each facility, what is the breakdown by PODS/housing units? e.g. A-1, A-2, A-3  
etc.

Information not available.

At James T. Vaughn, what are the dimensions of the door/entrance way which is to be  
used by the successful vendor for incoming commissary deliveries?

Information provided during site tour. Dimensions are not available at this time.

What are the dimensions of the available storage space at each facility?

Information provided during site tour. Dimensions are not available at this time.

Will the existing racking/shelving in the available storage space at James T. Vaughn and Howard R. Young be available to the successful vendor?

May be negotiated with awarded vendor.

What is the current fee structure for deposit services at Sussex Correctional and Howard R. Young Correctional?

(SCI) Currently performs all bank deposits. No current deposit fee.

(HRYCI) Currently performs all bank deposits. No current deposit fee.

Will all DOC facilities be required to transition to the successful vendors proposed operation or will James T Vaughn be allowed to continue operating as they currently do?

Each facility will operate based on facility needs and desires using contracted vendor.

Does the DOC want a separate cost proposal (Menu Pricing) along with technical proposal?

See proposal format in stated in RFP.

Will additional network/hardware be required if the successful vendor is allowed to run on the state network?

Yes.

Who will be configuring the State's network?

The State.

Will the successful vendor be able to use existing wiring and conduit for housing unit kiosks?

No.

Are fiber strands available to support kiosks when interconnecting from building to building?

Information not available.

Is there a certain type of network hardware Delaware prefers (Cisco, Netgear)

Cisco.

How much accessibility will be granted to the successful vendor to perform the installations at each facility?

Vendor will be escorted by someone from the facility's Maintenance Department, facility employees and/or IT staff.

Does DE DOC prefer a certain type or color of data cable?

(SCI) Vendor cannot use blue or purple as these colors are already in use for other purposes.

(IT) DOC uses mostly yellow and blue, but has no preference. Each site may have specific requirements.

Does DE DOC want rigid or EMT conduit?

EMT.

Could you please provide us with the number of employees your current vendors have on-site, by location, and the number of hours worked per week and their hourly wages?

Information not available at this time.

What is the truck delivery schedule by facility?

Information not available at this time.

Please provide the delivery hours by facility and by housing unit, either to the offender or the commissary window, if applicable?

Information not available at this time.

Can you please provide the offender population by building and by facility?

Information not available at this time.

At the James T. Vaughn Correctional Center, will the vendor be responsible for the cost of relocating the racking in the rooms where the commissary will be located?

Yes.

Will inmate labor be available to unload delivery trucks at each facility?

Offender labor availability varies by site and will be negotiated with awarded vendor.

During our tour at the James T. Vaughn Correctional Center we were informed that the facility was going to take the large room, currently housing the commissary area, away and it would be replaced with different smaller areas to use for commissary purposes. Would the facility permit us to remove a wall between the separate rooms they are providing to allow for more open space?

Information not available at this time.

How long has Swanson's been operating the Sussex and Howard Young commissary locations?

(SCI) Approximately four (4) years.

(HRYCI) Approximately ten (10) years.

Could you please supply us with any specific facility policies as they relate to commissary, if applicable?

Information will be provided to awarded vendor.

For those areas that use offender labor will the contractor be responsible for paying the offender payroll?

Information not available at this time.

At the Baylor and Vaughn Correctional Centers could you please provide us with the population by east side and west side?

(BWCI) Facility does not have an east or wide side; there are seven (7) housing units.

(JTVCC) Approximately 1,800 beds on the west side and 900 beds on the east side.

On page 11 Section I, the paragraph preceding #1 it states” The DOC reserves the right to determine the final retail selling prices to the offenders. The percent of commission of both parties will remain the same regardless of the retail selling prices set by the DOC”. This requirement impairs a vendor’s ability to estimate whether it can operate this contract profitably, as the amount of commissions is dependent on the revenue that can be generated. Will the DOC agree that, should it change the prices submitted by the vendor, the vendor will have the opportunity to change its proposed commission rate accordingly?

No, the DOC will not entertain vendor price changes.

At the top of page 12 Section I #4 it states that the “Surcharge for all items shall not exceed 20% per 11 Del. C. 6517”. What is the definition of “Surcharge”?

Surcharge is defined as the amount charged over and above market rate.

On page 15 Section R paragraph 1 it states that the “Vendors submitting a proposal shall indicate the proposed fixed percentage commission rate of the total gross sales

for all requirements set forth in the RFP. Proposal shall also identify the frequency of commission payments-monthly, quarterly, etc.” Please define “Gross Sales”?

Commissions are typically paid on sales excluding applicable taxes and items sold at or near cost such as postage, tobacco, indigent and similar items.

At the top of page 5 Section 6 bullet point #2 it states that software capabilities must have the “Ability to make deposits and transfer funds to offender accounts after receipt of money order or other financial transaction”. Does this statement prevent the vendor from charging any of the typical fees that would be associated from said transactions?

No.

On page 5 Section 1 item #9 first sentence it states that vendors should “Provide the ability for offenders to receive packages from families and relatives consisting of selected items managed and delivered through a State approved 3<sup>rd</sup> party. Please elaborate on your intentions regarding the term “State Approved 3<sup>rd</sup> party” and can the awarding vendor be considered one of the 3<sup>rd</sup> parties? In addition, could you please provide copies of the current catalog items available by location?

Any vendor or subcontractor can be considered, but must be approved by the State prior to signing of contract. Currently, offenders do not have the ability to receive packages from families and relatives; therefore, there is no catalog of current items available by location.

On page 10 of the RFP Section G item #2 the 8<sup>th</sup> line of that paragraph states that the “Vendor should have the capabilities of silk screening all clothing items with “DOC” in size and location as specified by each facility”. Can you please provide us with

what items are currently being sold that need to be silk screened and is this being done by your current vendors?

Varies by facility. Information not available at this time.

Does the facility intend to use their existing software for inmate banking or is the facility interested in proposals specifically for an inmate banking package provided by the vendor?

Facilities would be interested in any and all options available.

If the vendor installs a banking system will it reside on the facilities network or will the vendor have to provide hardware?

(IT) Vendor will have to provide hardware. The vendor system cannot reside on the State's network.

(HRYCI) Current vendor provides computers, printers, receipt printers, kiosks and microwaves.

If the vendor provides a banking system would the facility consider a secure off-site (web based) system?

Yes, if the system complies with Statewide standards.

Is the inmate banking/DACS program currently being used a commercial program or was it developed in-house or a combination of the two?

DACS is a custom-developed software program for Offender Management and other functions. The Inmate Accounting Module is not operational at this time.

If a commercial system what is the name/brand/manufacturer of the current DACS system?

N/A.

Does the facility use a separate Inmate Banking/Fiduciary system or is banking part of DACS.

(IT) DACS Inmate Trust Fund Accounting System is not in operation at this time.

(SCI) Currently uses Swanson Commissary/Cobra Banking.

(HRYCI) Same as SCI.

(BWCI) Currently uses Keefe inmate banking system.

(JTVCC) Currently uses an Access-based database developed specifically for this facility.

What is the facilities preferred method of exchanging offender data (FTP, Web Services, etc.)?

Secure Web Service is preferred. Secure FTP acceptable.

Does your current system provide full General Ledger Accounting?

(IT) DACS Trust Fund Accounting not in operation at this time.

(SCI) Yes.

(HRYCI) Yes.

(BWCI) Yes.

Our operations team found the prebid tour to be most informative. However, due to the complexity involved in developing an appropriate program for each of the four facilities, would you consider extending the proposal due date to June 22, 2012?

Seeing as how the State will not respond to questions until 4:00PM on June 6, 2012,

this additional time will allow all potential bidders to refine their programs to give the State the best possible selection.

The bid due date will not be extended.

Are commissary sales in your facility subject to Delaware sales tax?

No.

Are there any rights of termination with or without cause for the successful vendor?

A contract may be terminated by either party without cause thirty (30) calendar days written notice to the other Party unless a longer period has been specified in the signed contract.

Are there currently Cat-5 lines and power in those locations where you would like to place kiosks? If not, who will be required to install the power and Cat-5 lines?

(IT) There are no existing Cat-5 lines. Power may or may not be available, based on facility location.

(SCI) Vendor is responsible for all costs associated with installing kiosks in each location as defined by the site tour.

(HRYCI) Vendor is responsible for all costs associated with installing kiosks in each location as defined by the site tour.

(JTVCC) Vendor is responsible for all costs associated with installing kiosks.

Can you please tell who is responsible for delivering commissary orders to the offenders by location? To clarify do you require the successful vendor to deliver to a central location for distribution to offenders or to individual cells?

(HRYCI) Vendor will deliver with the help of offenders.

(SCI) The vendor is responsible for delivering commissary to all offenders. The vendor is required to deliver each commissary order to each individual offender and no other offender is allowed to have contact with other offender's commissary orders.

(JTVCC) The successful vendor would be responsible for distributing all orders. Some areas at JTVCC require cell-front delivery, some require building/tier delivery, and some can be distributed to inmates who can go to a central location to pick-up their orders.

(BWCI) Vendor will deliver with the assistance of offenders if needed.

Will a performance bond be required for the awarding contractor? If required, what would be the value of the performance bond?

Performance Bond waived.

What is the primary database structure of the DACS offender management system (SQL, Oracle, etc)?

Oracle 10G, moving to Oracle 11g in the near future (3-6 months).

How old is the current system and, if an older system, are there plans to change or upgrade in the near future?

DACS was implemented in 2001 and continues to be enhanced and upgraded. No plans of replacing the system but the platform will be upgraded to Oracle 11g in the near future (3-6 months).

Does DACS have the ability to provide offender data on timed or real time basis?

Yes.

Does DACS have the ability to accept sales data in order to charge the offender accounts?

N/A. DACS Trust Fund Accounting not in operation.

Can this be done in batches?

N/A.

Can DACS accept detail level sales data (i.e.: 4 Snickers, 2 Doritos)?

N/A. DACS Trust Fund not in operation at this time.

Will the Facility be responsible for software development and/or software development related costs for exporting offender trust fund data from the offender banking program?

N/A. DACS Trust Fund not operational at this time. In the future, interface costs with DACS (if any) will be the responsibility of the vendor.

How often are the offenders currently ordering commissary by location?

(HRYCI) Offenders place orders once a week.

(SCI) Offenders order commissary weekly.

(JTVCC) See JTVCC commissary delivery schedule. The awarded vendor may not have the same availability because security staff currently run JTVCC's commissary. Access to some buildings (17, 18, 19, 21, 22, 23) will require escort of non-security staff.

(BWCI) Offenders order commissary once per week.

What day/days of the week are commissary orders delivered to offenders by location?

(HRYCI) Orders are delivered on Mon – Thursday with make-up deliveries on Friday

(SCI) Deliveries are made throughout the week to the different the buildings, delivers are made Tuesdays, Wednesdays and Thursdays.

(JTVCC) See JTVCC Q&A Info for delivery schedule.

(BWCI) Saturdays.

Is offender labor available for delivery?

(HRYCI) Yes.

(SCI) Yes, offender labor is available for delivery. Offenders may offload trucks, take out trash and manage the recycling plastic bags.

(JTVCC) Offender labor is available for help with delivery in all areas except MHU/SHU (17, 18, 19, 21, 22, 23). However, offenders cannot deliver to offender. Workers can only be utilized to fill bags under staff supervision and push carts to get the orders to the appropriated housing units under escort. Vendor staff must be present to pass-out orders to offenders.

(BWCI) Yes.

Do you currently have any of the following technologies in place by location:

Offender Kiosks (if so, what features?)

(HRYCI) - 12 Kiosks Total on East side of facility. Dorm 1 & 2 (2 Each). Housing Units Q,R,S,T,V,W,Y, & Z Features Commissary Ordereing & History viewing only.

(SCI) 2 Kiosks in Merit Building – Commissary Ordering.

(JTVCC) No.

(BWCI). Yes. Deposit and history view for Lobby Kiosks and Housing Unit kiosks have commissary ordering and history viewing only. Booking kiosks for admission cash deposits.

**Lobby Kiosks**

(HRYCI) No.

(SCI) One (1) to Accept Cash, Credit/Debit Cards.

(JTVCC) No.

(BWCI) Yes, one.

**Web deposits, call center**

(HRYCI) Yes Gov Pay now & Western Union.

(SCI) Yes; web deposits.

(JTVCC) No.

(BWCI) Yes.

**Online ordering (equivalent to MyCarePack): menu or gift packs?**

(HRYCI) No.

(SCI) No.

(JTVCC) No.

(BWCI) No.

**Booking Kiosks**

(HRYCI) Yes.

(SCI) No.

(JTVCC) No.

(BWCI) Yes.

IVR (phone ordering)

(HRYCI) No.

(SCI) No.

(JTVCC) No.

(BWCI) No.

Release Cards

(HRYCI) No but interested.

(SCI) No.

(JTVCC) No.

(BWCI) Yes.

What is the weekly spending limit by location?

(HRYCI) \$65.00 to be negotiated.

(SCI) Offenders are only permitted \$60.00 of food merchandise at one time and \$60.00 in cosmetics at one time.

(JTVCC) See JTVCC Q&A Info document.

(BWCI) \$75.00 not including clothing and appliances.

Who is the current offender phone vendor by location?

Global Tel\*Link is the current offender phone vendor at all locations.

What method is used to sell phone time (debit time or phone cards)?

(SCI) Not used at facility.

(HRYCI) Debit Time is sold through commissary and linked to GLT. GLT invoices one a month on usage.

(BWCI) Not using either option

(JTVCC) Not using either option.

Is there currently an interface between the offender banking system and the phone vendor?

(SCI) No.

(HRYCI) Yes.

(BWCI) No.

(JTVCC) No.

Do offenders use a PIN system for validating their identity?

Offenders use SBI number.

What is the expiration date of the phone provider contract?

August 23, 2013.

Does the Facility currently charge offenders for services?

Yes.

If yes, what are they?

(HRYCI) Yes: medical, postage, legal, restitution, court fees, etc.

(SCI) Yes: medical, postage, copies, program accounts, IDs.

(JTVCC) Offenders are charged medical co-pay fees and are charged restitution for damage.

(BWCI) Offenders are charged medical co-payments and for destruction of property.

Are these obligations currently tracked by the offender banking system?

(HRYCI) Yes.

(SCI) Yes, they are tracked by a banking system.

(JTVCC) Obligations are current put into the inmate accounting system as a debt.

(BWCI) Yes.

If the offender is released and re-booked, are outstanding obligations brought forward and continue to be owed to the Facility from the offender?

(HRYCI) Yes.

(SCI) Yes, all debt is brought forward and continued to be owed.

(JTVCC) The obligations are carried forward for 3 years if the inmate is released. If he is re-incarcerated within that 3 year period, the debt is re-applied to his account.

(BWCI) Yes.

Are there any exceptions to obligations being brought forward?

No.

If an offender does not have funds on their account to pay a fee, are the fees accrued on the offender's account and deducted from future deposits?

(HRYCI) Yes.

(SCI) Yes, the fees accrue on the offender's account and are deducted from future deposits. Funds must be available to be able to order Commissary.

(JTVCC) Yes.

(BWCI) Yes, but only for amount owed.

Does the Facility charge a "Subsistence Fee" or any type of fee that is automatically charged to offender account on a scheduled basis?

(HRYCI) No.

(SCI) Facility has scheduled payments for Courts Fees.

(JTVCC) No.

(BWCI) No.

What are the Facility's criteria for an offender being deemed indigent?

(HRYCI) Offender does not have the price of a postage stamp and has not received any funds for thirty days.

(JTVCC) Offenders who do not have sufficient funding to purchase the allowable mail supplies on the 1<sup>st</sup> of the month. All available funding will be deducted first, with balance of items provided as indigent supplies.

(BWCI) Offender must not have more than \$10.00 on their account.

(SCI) Review prior 30 days of account to determine if offender has earned or received funds. If not, facility deems indigent.

Does the Facility's offender banking program automatically track an offender's indigent status?

(HRYCI) There is a report available.

(SCI) Yes, it does automatically track offender's indigent status.

(JTVCC) No.

(BWCI) Yes.

Can the offender's indigent status be included in the electronic offender list that the contractor receives?

(HRYCI) The list changes from month to month.

(SCI) No, the contractor can not have an electronic offender list.

(JTVCC) It will only be known by the inmate's current balance. No separate list is maintained.

(BWCI) Yes.

Please provide one (1) year of sales and revenue data by product and by location in Excel (preferred) format. Can you provide the Sales Revenue without tax if applicable?

(HRYCI) Last 3 months approximately \$200,000.

(SCI) Yearly Sales Revenue approximately \$750,000.

(JTVCC) See attached JTVCC Commissary Q&A document for historical sales data.

Delaware has no sales tax.

(BWCI) Sales revenue for September 2011 through January 2012 is \$160,524.25.

What is the average order \$ amount by facility, excluding phone?

(HRYCI) We do not track this information.

(SCI) We do not track this information.

(JTVCC) This is not currently tracked at JTVCC.

(BWCI) Weekly order average around \$6,608.00.

What is the average deposit amount per offender and # of deposits/month by facility?

(HRYCI) We do not track this information

(SCI) We do not track this information.

(JTVCC) This is not currently tracked at JTVCC.

(BWCI) Averages \$25.00 to \$30.00 (unable to count Internet and phone deposits).

This figure represents money orders only.

Do we need any Special delivery equipment for onsite delivery?

(HRYCI) Uncertain.

(SCI) Yes, Cart must be provided by the vendor to make all deliveries.

(JTVCC) There is no special equipment on-site. Vendor would need to provide all of their equipment, to include delivery vehicle, shelving if necessary, locking carts to transport merchandise/orders from one area to another, etc.

(BWCI) No.

Do you provide indigent kits?

(HRYCI) Yes, but not thru Commissary.

(SCI) Yes.

(JTVCC) Yes.

(BWCI) Yes, only upon admission.

If yes, what is the contents/size?

(HRYCI) N/A.

(SCI) Yes, 4 envelopes and 4 stamps once a month.

(JTVCC) Indigent kits contain a maximum of 1 tablet of paper, 4 x-lg envelopes (12x14), 16 legal-size envelopes (#10), 4 personal-size envelopes (#6 ¾), 4 stamps, and 2 pens. Kits can contain less. The offenders currently submit a commissary order indicating which of the above items they want to receive, with those quantities above being the maximum allowed. They are charged according to the items they request.

(BWCI) Comb, deodorant, shampoo and soap.

How many per week?

(HRYCI) N/A.

(SCI) Envelopes and Stamps are only provided the first week of every month and an offender must be indigent for 30 days (prior month) before they can receive.

(JTVCC) Offenders can request indigent mail supplies once per month.

(BWCI) Three stamps and three envelopes per week.

Cost

(HRYCI) N/A.

(SCI) No cost.

(JTVCC) Cost is dependent upon the items/quantities requested.

(BWCI) Varies.

Number of Indigent offender's

(SCI) Unknown.

(JTVCC) Varies depending on the month. Indigent status can only be determined by looking at the offenders' current balances. Indigent sales are included in the JTVCC

Q&A Info document.

(BWCI) Varies, but average is 50.

(HRYCI) Indigent status varies from month to month.

Do you provide booking kits? If yes, what are the contents/size? How many per week? Cost?

(HRYCI) No.

(SCI) No.

(JTVCC) Yes, but they are provided with State funds, not a commissary expense.

They are issued as needed throughout the offenders' incarceration. They include soap, razor, toilet tissue, toothbrush, and toothpaste.

(BWCI) Yes. Includes comb, shampoo, deodorant, soap and toothpaste for \$7.15.

Is hot water available to the offenders? Are microwave ovens available to offenders?

(HRYCI) Hot water is available. Current vendor provides microwaves.

(SCI) Yes, hot water is available to offenders. Microwaves are only available to offenders in Merit West and Merit East Building.

(JTVCC) Hot water is available to most offenders, but microwaves are not.

(BWCI) Hot water is not available but microwaves are.

Do you have any new Construction planned? If so, how many new beds and when do you anticipate completion?

(HRYCI) Construction is planned but will not affect offender population.

(SCI) No.

(JTVCC) No.

(BWCI) No.

Would you allow commissary products to be delivered to your facility via a nationally recognized common carrier?

(HRYCI) To be discussed with the awarded vendor.

(SCI) No.

(JTVCC) Yes. For any deliveries to be made inside the secure fence of JTVCC, the driver must have a successful criminal background investigation.

(BWCI) No.

Who is your current commissary vendor by location? What commission percentage does your current vendor pay by location? Can we get a copy of your current commissary menu by location with pricing?

(HRYCI) Swanson Services. Menu attached.

(SCI) Swanson. Menu attached.

(JTVCC) JTVCC has a State-run commissary with correctional staff employees. See attached JTVCC Q&A Info for commissary items/pricing.

(BWCI) Keefe. Currently percentage approximately 19.20%. Facility does not prefer to provide current menu with pricing.

On page 5 item # 9 of your RFP you indicate that the awarding contractor must provide the ability for offenders to receive packages from families and relatives.

Could you please elaborate as to what the approved contents would be for these packages from families and relatives?

Contents will be approved by each facility with selected vendor.

You state on page 8 items 2 and 3 of your RFP that the vendor should have the ability to establish on-site commissary operation as well as an off-site location where orders are delivered in pre-sealed bags. Can you please provide us with which locations would prefer on-site and what locations prefer off-site?

(HRYCI) Prefers onsite but will negotiate with awarded vendor.

(SCI) On site.

(JTVCC) Prefers on-site commissary operations.

(BWCI) On site preferred.

You state on page 8 item # 4 that the successful vendor must accommodate evening and weekend delivery hours if required by the facility. What facilities require evening and weekend deliveries currently?

(HRYCI) N/A.

(SCI) N/A.

(JTVCC) None at JTVCC currently, but that is primarily because current commissary staff are Correctional Officers (COs). Because the vendor staff will not be C/Os, it will require escorts to some areas and will likely need to deliver in hours other than 8x4, Mon-Fri.

(BWCI) Saturday daytime delivery.

You state on page 8 item # 6 that the successful vendor will be expected to have a satellite office/warehouse within close proximity to the DOC facility. Seeing as how your 4 facilities are spread throughout the State would you accept 1 central location for all 4 facilities and if so where would you expect that satellite office/location to be located?

(HRYCI) N/A

(SCI) Yes.

(JTVCC) One warehouse in Delaware or a surrounding state would suffice for JTVCC's needs.

(BWCI) Unknown.

What is the current commission rate for Sussex Correctional Institution and Howard R. Young Correctional Institution? Please also provide the current mark up at Delaware Correctional.

(SCI) 17% on most items, 10% on large ticket items such as televisions, radios and sneakers.

(JTVCC) The mark-up at James T. Vaughn Correctional Center is no more than 20%. Some clothing and electronic items have a mark-up of 10%.

(HRYCI) To be negotiated with awarded vendor.

Which facilities want an on-site operation for commissary? What are the dimensions of the space that will be provided to the Vendor for each on-site operation? What type of equipment will be available for use by the Vendors i.e. carts, racking etc.

(ALL) Vendor supplies all equipment.

(SCI) Needs an on-site commissary. There are two large rooms available for commissary use. The first room is 21' x 15' which is suitable for office space. This room has desks, chairs and an internet access. The second room is 13' x 34' and suitable for receiving orders. There are no racks in this room and the facility does not supply the vendor with carts.

(JTVCC) Prefers an on-site commissary operation. All available spaces were shown during site visit. Vendor must provide all necessary equipment.

(HRYCI) Yes.

(BWCI) Yes.

Will inmate labor be available for the facilities that want to operate an on-site commissary system? If yes, how many inmates will be available at each location and what days and hours will they be available? What duties will they be allowed to perform?

(SCI) Offender labor will be made available. The facility has allotted for up to 5 inmate commissary workers. Offender workers will be allowed to work Monday – Friday up to 40 hours per week. No overtime is allowed. Offenders will be allowed to assist with unloading trucks and pulling carts to the various buildings. At no time will an inmate be allowed in contact with another inmate's commissary order. Inmate

workers must be supervised at all times. They can not be left in the commissary without supervision.

(JTVCC) Offender labor is available for a variety of manual labor. Offenders are not permitted access to any vendor's computer or any financial data. The quantity of offender workers can be negotiated between the successful bidder and the facility's Warden. The offenders are available for up to 40 hours per week, which can be spread over any shift and any days of the week deemed necessary and agreed to by the facility Warden.

(HRYCI) Yes; details to be negotiated with awarded vendor.

(BWCI) Yes.

Please provide the sales, less phone time or tax (net of), over each of the last three full commissary months and all of 2011 for Howard R Young, Sussex Correctional and James T. Vaughn Correctional Center.

(SCI) February 2012 - \$56,536.00.; March 2012 - \$79,825.00; April 2012 - \$62,314.00. Net Sales for 2011: \$747,940.00

(JTVCC) See JTVCC Commissary Q&A attachment.

(HRYCI) \$200,000.00.

How many orders per month does each facility produce for commissary orders?

(SCI) 3,000 per month

(JTVCC) Information not available

(HRYCI) One commissary order per week per inmate.

(BWCI) One commissary order peer week.

Will a Vendors kiosk solution be allowed to operate on the states network or will the state require the vendor to install their own network at their cost?

The Vendor will not be allowed to operate on the state's network. The vendor is responsible for all costs to operate the kiosks.

Who will be responsible for the wiring of each housing unit kiosk?

Vendor.

Please provide a complete breakdown of the number of housing unit kiosks required for each location.

(SCI)	Pre-Trial Building	5
	Merit Building	2
	Boot Camp	4
	Key South Building	4
	Medium Building	4
	Minimum Building	5
	Multi-Security Building	10

(JTVCC) No housing unit kiosks are required. If the vendor opts to utilize kiosks, then the facility would allow them to be used in the following areas:

B Unit – 3 kiosks  
B Annex – 2 kiosks  
C Unit – 3 kiosks  
D East – 3 kiosks  
D West – 3 kiosks  
D Infirmary – 1 kiosk  
E Unit – 4 kiosks  
S Unit – 8 kiosks

T1 Unit – 1 kiosk

T2 Unit – 1 kiosk

V Unit – 4 kiosks

W Unit – 12 kiosks

(HRYCI) See HRYCI Commissary Equipment Requirements attachment.

(BWCI) Units 5, 6, 8 and 9 have one. Units 3, 4 and 7 have two.

Please provide a current price list for each location. Is the DOC looking to have a uniform pricing structure for all four facilities?

See RFP page 11 sec.2

(SCI) Will not provide another vendor's price list. Yes, the department would like a uniform price list for all locations.

(JTVCC) See JTVCC Commissary Q&A Info document for current price list. While uniform pricing throughout the DE DOC would be ideal, it would restrict management's ability to negotiate lower prices for specific items/certain time periods, etc. as deemed necessary to meet the facility's needs. For these reasons, JTVCC would be opposed to having a pricing structure determined by the needs of the other facilities.

Please provide the usages over the last full month of all commissary items sold throughout the department.

Information not available.

Will an inventory buyback be required at Delaware Correctional?

Only for facilities with on-site operations.

Will there be any costs charged to the vendor for the interface with DACS?

Yes.

Is the information gathered for the law library a web based application or is the information housed on an on-site server?

(ALL) Not web based.

(JTVCC) Legal research is done by DOC staff using a web-based application.

(HRYCI) Web based

(BWCI) Neither.

Page 8 F2, for the facilities planning an on-site operation will this be a window operation or will orders need to be delivered directly to the inmates in each housing unit?

(SCI) Orders will need to be delivered directly to the inmates in each building, housing unit.

(JTVCC) There are some units that will require delivery to the inmates in the housing units at JTVCC. For other units, a window operation is a potential option, on a small scale. The majority of the commissary operations at JTVCC will need to be housing unit deliveries.

(HRYCI) Delivered to each housing unit.

(BWCI) Delivered to housing units.

How many times per week will inmates be allowed to order?

(SCI) Once a week

(JTVCC) One order per inmate per week maximum. Less depending upon their classification level.

(HRYCI) 1-2 to be negotiated.

(BWCI) Once a week.

What is the anticipated spending limit for each facility?

(SCI) \$60.00 for food. Extra may be spent on hygiene and paper products.

(JTVCC) Varies at JTVCC depending upon the inmate's classification level. From \$75.00 per week to \$10.00 every two weeks.

(HRYCI) Currently \$65.00; to be negotiated.

(BWCI) \$75.00 not including clothing and appliances.

Who will be responsible for sending processed orders to the Vendors warehouse for order fulfillment?

(SCI) The vendor.

(JTVCC) The vendor.

(HRYCI) The vendor.

(BWCI) The vendor.

Pg. 5 #9 – Can you please clarify what is meant by a state approved third party?

Any vendor or subcontractor can be considered, but must be approved by the State prior to signing of contract.

Pg. 5 #9 – Will the state allow vendors to propose their own inmate package program?

Yes, see above answer.

Pg. 5 #9 – What is the frequency the state will allow family/friends to order packages? Monthly? Quarterly?

No set limitations; vendor may propose frequency.

Pg. 5 #9 - Will there be any \$ or quantity restrictions applied to these packages? If so, what are they?

There will likely be limitations and restrictions, but those have not yet been established.

Pg. 5 #9 - Who is responsible for delivering the family packages to the inmate population?

Vendor, same as with direct order commissary items.

Given that the vendor is responsible for the costs associated with the interface with DACS, is there an estimate of what the cost will be to the vendor to have this interface written and implemented for each facility? Is there going to be an annual maintenance/upkeep fee for this interface?

No estimate available. Cost will be determined by each facility needs.

In Section II Paragraph U on page 16, it states that “The successful vendor shall submit a monthly invoice...” Invoices are typically submitted weekly. Is monthly correct or can invoices continue to be sent in weekly?

May be negotiated.

Could you please prioritize/define what is most important to each of the four facilities:

Technology – implementing pod kiosks, cashiers, modules to improve on efficiencies...

Commissions – what does each facility deem a “reasonable commission”

Product Pricing – maintaining a “market-price philosophy” may be easy with some facilities, and more difficult with others (such as James T Vaughn where the pricing to inmates is significantly lower than market pricing).

It is understandable that all three of these work in tandem. When technology is implemented, either commissions go down or product pricing goes up. When commissions go up, product pricing usually increases. With each facility have different requirements and expectations, it would be easier for the vendor to put together an acceptable package if we understood what was most important to each facility.

This question cannot be answered as each facility had different needs and the vendor proposal will determine the best operation for each facility.

Currently, silk screening of clothing items with “DOC” imprinted on it is completed at Delaware Correctional Industries for a fee. Will this option still be available?

Yes.

When delivering commissary to Baylor in the large plastic tubs, is there room to store the empty plastic tubs until the following week? The empty ones could be picked up when during the following week’s delivery.

Not at this time.

Is the Delaware DOC requiring that the Inmate Trust Fund software be GAAP compliant?

Yes.

Is third party Inmate Trust Fund software acceptable, or are you requiring that the commissary vendor fully control and own its software?

DOC requires the vendor fully control and own its software. However, the data is the property of the Department of Correction.

Is the Delaware DOC looking for one software program for all facilities or will each of the facilities have their own software?

(IT) One software program should be used for all facilities (see recommendation below).

Is the Delaware DOC looking for one Inmate Trust Fund checking account or will there be a separate checking account for each facility?

(IT) Recommendation is that information can move from one facility to the next if the offender moves. Sometimes this can be accomplished better if you have one common database so that information can flow from one facility to the other. It can still be accomplished with separate databases but the vendor has to make sure that the links are built.

(Facilities) There needs to be a method of reporting separate accounts at each facility.

Is the Delaware DOC looking to have one database or will there be a separate data base for each facility?

Separate database for each facility.

Can you please describe how many references you are looking for? Are there any specific qualifications or offerings that you want us to include in these references?

Reference information contained in RFP.